



A ValorUS® and

Arc of California Project

Sample Intake Accommodations Form for Survivors & Survivors with I/DD

This project is supported by Grant No. 2019-FW-AX-K008 awarded by the Office on Violence Against Women, U.S. Department of Justice. The opinions, findings, conclusions and recommendations expressed in this publication are those of the author(s) and do not necessarily reflect the views of the U.S. Department of Justice.

The purpose of this model intake accommodations form is to focus on the survivor and ensure that they are able to access services without barriers. This document is not meant to be distributed as a policy. It is a guide that can be adapted to meet the needs of your organization and referenced as needed to provide helpful tips and considerations. It is important to remember that each person and each situation are unique and require their own personalized process.

Using Plain Language

People with various disabilities, folks that have a different first language and people experiencing trauma can all be helped with plain language and other accommodations. Plain language is the act of communicating with words that are easy to understand. Plain language avoids complicated sentences and unnecessary words. Whenever possible, use plain language in communication.

When using plain language:

Make sure you are...

- Clear
- Direct
- Straight-forward
- Brief

Don't use...

- Hidden meanings
- Industry terms
- Abbreviations
- Baby talk

Offer available accommodations to **ALL** survivors, regardless of their perceived abilities. (It is best practice not to ask survivors to disclose their disability status or specific disability. In many cases it is a violation of privacy and legal rights to require disclosure of disability. People may not be aware of their disability, or do not feel safe or comfortable disclosing a disability. Going through a list of options can make the process of asking for help easier. Encourage folks to suggest any accommodations that may not have been offered that may help them.)

Considerations

Access begins with organizational commitment to making sure survivors feel comfortable, safe, and included in services. In order to accomplish this, accommodations must be offered and delivered. When drafting your organization's Intake Accommodations Form, there are a number of things to consider.

- What would we need to become fully accessible?
- What accommodations can we as an organization reasonably offer?
- Are we able to deliver these accommodations in an acceptable time frame?
- Have we offered these supports/services before? If so, what interfered with their continued use?
- In order to honor our commitment to privacy, are we able to offer ASL interpreters rather than relying on friends and family of survivors?
- If any of these accommodations seem too difficult to acquire, what would we need to do to accommodate the survivor?
- Are we seeing requests for accommodations? If not, are we known to the disabled community? Have we done outreach?

The following page is a sample.
Please feel free to adapt and edit as your organization sees fit.

Sample Intake Accommodations Form

"Before we begin the intake paperwork, I am going to ask you some questions about what would be helpful for you as we work together. If you have any questions or concerns, please stop me at any point.

As I previously said, my name is_____, I use_____pronouns.
If comfortable, can you tell me which pronouns you use? _____

In order to participate in services do you need:

An ASL or other sign language interpreter?_____

A spoken language interpreter? Which language_____

Materials in large print or braille?_____

Support staff to join? Contact info:_____

Are there things that would make you more comfortable here?

Fidget items?____ No overhead lighting____ White noise____

Soft music____ Limited scents____ Private room (if available)____

Other_____

Would it be helpful if I:

Read forms to you?____

Filled out paperwork for you?____

Added numbers or notes into your phone?____

Offered breaks? How often_____

Are there things I can do to help make sure you can access future meetings or appointments? (ramps, meet in parking lot, check bus routes, call or text reminders)_____

Do you have any other ideas about what could help you today or with any future meetings?"_____
